

Management of Information



IM Overview

- Goal
 - Support decision making to improve patient outcomes and assure patient safety
- Standards focus
 - Organization wide information planning
 - Internal and external information needs

IM.1.10

Information Management Planning

- Organization plans and designs information management processes to meet internal and external information needs
 - Analysis of information needs
 - Management, staffing and resource allocation
 - Staff participation
 - Ongoing process

IM.2.10

Privacy and Confidentiality

- Information privacy and confidentiality are maintained

IM.2.10

Information Privacy and Confidentiality

- Written process
 - Communicated, Enforced, Monitored
- Identifiable health data
 - Maintained, uses disclosed
 - Personal identifiers removed
- Sensitive data and information preserved

IM.2.20

Security

- Information security is maintained
 - including data integrity

IM.2.20

Information Security

- Written process
 - Communicated, Enforced, Monitored
- Controls developed and implemented
 - Loss
 - Destruction
 - Tampering
- Electronic Information Systems

IM.2.30

Continuity of Information

- Organization has process for maintaining continuity of information

IM.2.30

Continuity of Information

- Business continuity/disaster recovery plan
 - Critical information functions identified
 - Priority areas addressed
- Periodic testing
- Electronic systems processes

IM.3.10

Information Management Processes

- Organization has processes in place to effectively manage information
 - Including capturing, reporting, processing, storing, retrieving, disseminating, and displaying of clinical/ service and non-clinical data and information

IM.3.10

Information Management Processes

- Uniform data definitions and capture
- Abbreviations, acronyms and symbols (NPSG)
- Quality control systems
- Storage and retrieval systems
- Compliance with law / regulation
- Transformation of data to information
- Verbal and written communication processes

IM.4.10

Decision-Making

- Information management systems provides information for use in decision-making
 - Readily accessible
 - Accurately recorded
 - Complete
 - Organized
 - Timely

IM.4.10

Information for Decision Making

- Comparative performance information
- Collection and aggregation
 - Support delivery and operations
 - Performance comparison
 - Analysis of trends

IM.5.10

Knowledge-Based Information

- Knowledge-based information resources
 - Readily available
 - Current
 - Authoritative
- Library services
- Information resources
- Access when systems unavailable

IM.6.10

Individual Medical Record

- Applicable to AHC, HAP
- Challenging standard HAP, Army
- Organization has complete and accurate medical record for every individual assessed or treated

IM.6.10

Individual Medical Record

- Complete and accurate
 - Authorized individuals
 - Standardized formats
- Record entries
- Authentication process
- Discharge Summary
- Medical record delinquency
- Retention
- Emergency care records

IM.6.20

Patient-Specific Information

- Applicable to AHC, HAP
- Challenging standard for Army
- Records contain patient-specific information, as appropriate for
 - Care
 - Treatment
 - Services

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Patient-Specific Information

- Appropriate to care, treatment and services
- Assessments/findings
- Conclusions/impressions
- Response to care/treatment
- Medications
- Communications
- Informed consent
- Advance directives

IM.6.30

Operative/Procedural Documentation

- Applicable to AHC, HAP
- Challenging standard for HAP, Army
- Medical record thoroughly documents
 - Operative or other procedures
 - Use of moderate or deep sedation or anesthesia

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Operative / Procedural Documentation

- Operative progress note
 - Written immediately after procedure
- Operative reports
 - Dictated immediately after procedure
- Postoperative documentation
- Use of approved discharge criteria

IM.6.40

Ambulatory Care Services

- For patients receiving continuing ambulatory care services
 - Medical record contains a summary list of all significant:
 - Diagnoses
 - Procedures
 - Drug reactions
 - Medications

IM.6.40

Ambulatory Care

- Summary list
 - By third visit
 - Maintained
- Stored in same location
- Contains
 - Medical diagnoses/conditions
 - Operative/invasive procedures
 - Adverse/allergic reactions
 - Long term medications including prescriptions, OTC, herbal preparations

IM.6.50

Verbal Orders

- Designated qualified personnel accept and transcribe verbal orders from authorized individuals

IM.6.50

Verbal Orders

- Designated qualified personnel
- Verbal orders
 - Dated
 - Individuals who gave/received order
 - Individual who implemented order
- “Read-back” process (NPSG)
 - Orders
 - Test results

IM.6.60

Access to Relevant Information

- Organization can provide access to all relevant information from a patient's record when needed for use in patient care

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Access to Relevant Information

- Mechanism to track medical records
 - Manual or automated
- System to assemble required information

Questions?

